







Place	Care	When To Use
<p>Nurse HelpLine</p> 	<p>24/7, day or night access to information on general health issues provided by Registered Nurse Coaches. Call the Anthem 24/7 NurseLine at 1-866-647-6117</p>	<ul style="list-style-type: none"> <li>* Deciding if you need to see doctor or go to ER</li> <li>* Locate a hospital or doctor near you</li> <li>* Answering questions related to your condition, medicine, or how to attain better health</li> </ul> <p>Relative Cost: No charge to patient</p>
<p>LiveHealth Online</p> 	<p>Using your smart phone or computer, talk to a doctor 24/7/365 without ever leaving the comfort of your own home. See a doctor to answer questions, make a diagnosis and prescribe some basic medications. Register for free at <a href="http://livehealthonline.com">livehealthonline.com</a></p>	<ul style="list-style-type: none"> <li>* Cold and flu symptoms such as cough, fever and headache</li> <li>* Allergies</li> <li>* Rashes and other minor skin irritations</li> <li>* Sinus infection</li> </ul> <p>Relative Costs: \$</p>
<p>Convenience Care Clinic</p> 	<p>Clinics that are staffed by doctors and nurse practitioners which can be used when you are unable to see your regular doctor and your medical concern is not of an urgent or emergent nature. In St. Louis &amp; surrounding areas, look for Walgreens or CVS clinics</p>	<ul style="list-style-type: none"> <li>* Cold and flu symptoms such as cough, fever and headaches</li> <li>* Minor injuries</li> <li>* Sinus Infection</li> <li>* Flu and other vaccines</li> </ul> <p>Relative Cost: \$\$</p>
<p>Primary Care Physician (PCP) or Specialist Physician</p> 	<p>Your regular doctor's office where you go for preventative and sick care. They will have your medical and prescription history to manage illnesses and any chronic diseases. They will also be able to refer to a specialist when necessary</p>	<ul style="list-style-type: none"> <li>* Preventative care and overall health management</li> <li>* Visits to manage an illness, injury or disease</li> </ul> <p>Relative Cost: \$\$</p>
<p>Urgent Care</p> 	<p>Urgent Care is for a health concern that needs to be taken care of quickly and your physician is not available, but you do not believe the issue is life threatening nor do you feel it is necessary to go to the emergency room.</p>	<ul style="list-style-type: none"> <li>* Potential broken bones or low level burns</li> <li>* Sprains and strains to muscle or tendons</li> <li>* Smaller cuts that may require some stitches</li> <li>* Stomach aches and headaches</li> </ul> <p>Relative Cost: \$\$\$</p>
<p>Emergency Room (ER)</p> 	<p>An Emergency Room in a hospital setting is the best place to obtain services if you choose not to call 911 and believe you have a life threatening issue or an issue of a serious nature that requires immediate care.</p>	<ul style="list-style-type: none"> <li>* Symptoms of a heart attack or stroke</li> <li>* Large wounds requiring stitches</li> <li>* Head or spine trauma</li> <li>* Any injury sustained that you reasonably believe requires treatment in an Emergency Room setting</li> </ul> <p>Relative Cost: \$\$\$\$</p>

To find a participating In-Network provider, log onto [www.anthem.com](http://www.anthem.com) and navigate to the ProviderFinder or contact Customer Service at 1-855-272-4938. Details on patient charges can be found in your benefits summary or through Customer Service.